

Update

Ministry

Describe: Basic Job Details**Position**

Position ID

Position Name (200 character maximum)

Current Class

Job Focus

Supervisory Level

Agency (ministry) code

Cost Centre

Program Code: (enter if required)

Employee

Employee Name (or Vacant)

Organizational Structure

Division, Branch/Unit

 Current organizational chart attached?

Supervisor's Position ID

Supervisor's Position Name (30 characters)

Supervisor's Current Class

Design: Identify Job Duties and Value**Changes Since Last Reviewed**

Date yyyy-mm-dd

Responsibilities Added:

Centrally coordinates ICS course offerings across the province, including scheduling, delivery support, instructor assignment, and tracking of training outcomes.
Oversees the onboarding, credentialing, and ongoing monitoring of ICS instructors to ensure alignment with the Alberta Incident Management System (AIMS) and instructional quality standards.

Administers daily updates and improvements to the ICS curriculum within the provincial Emergency Management Training System (EMTS), ensuring accessibility, consistency, and alignment with evolving policies and operational priorities.

Responds to policy interpretation questions and program inquiries from municipal, provincial, and other emergency management stakeholders, providing expert guidance on Authority Having Jurisdiction (AHJ)

standards and compliance requirements.

Serves as a liaison between AEMA and emergency management partners, facilitating collaborative training planning and issue resolution across jurisdictions.

Supports the implementation and enforcement of the Alberta Incident Management Practitioner Training Standards (AIMPTS) through curriculum oversight, instructor quality assurance, and participant tracking.

Responsibilities Removed:

Nil

Job Purpose and Organizational Context

Why the job exists:

The Learning Management System and Incident Command System (LMS & ICS) Program Specialist plays a vital role in ensuring emergency management practitioners across Alberta have access to high-quality, standardized training that supports operational readiness. Through its central oversight of ICS curriculum delivery and instructor development, this position contributes to expanding Alberta's instructional capacity and strengthening the ICS framework as part of the broader Alberta Incident Management System (AIMS).

The role supports both provincial and municipal incident managers by coordinating course delivery, clarifying standards and policies, and maintaining alignment with Authority Having Jurisdiction (AHJ) requirements. The Specialist independently manages daily program functions within the Emergency Management Training System (EMTS), ensuring program consistency and responsiveness to stakeholder needs.

Responsibilities

Job outcomes (4-6 core results), and for each outcome, 4-6 corresponding activities:

Serve as the point of contact for stakeholders requesting training, clarification of AHJ requirements, or support for ICS-related issues specific to ICS Canada Standards, Instructor policy, and Instructor Development and Support (guidelines) by:

- Acting as the first contact to students, instructors, and municipalities to answer correspondence and phone enquiries related to ICS Canada Standards, Instructor policy, and Instructor Development and Support guidelines.
- Resolving issues related to instructor assessments, certifications, and student questions.
- Reviewing and recommending updates to guidelines, and suggest improvements to client service.
- Training employees to assist with the administration of the ICS Alberta program and assist new instructors using the system through meetings, letters, information bulletins, and e-mail.

Answer internal and external stakeholder questions concerning the Learning Management System (LMS) by:

- Providing help desk / troubleshooting for students and instructors accessing online courses.
- Liaising with department and municipal staff and the LMS provider on complex system issues to develop solutions for past, existing, and new problems.
- Reviewing and recommending updates to process and system workflow, and suggest improvements to client service.
- Documenting updates to process and system workflow after they have been approved by management.
- Educating and training employees and instructors on how to use the system through meetings, letters, information bulletins, and e-mail.

Coordinate of ICS training activities within the province by:

- Schedule GoA ICS courses and Instructor Train-the-Trainer (TtT) courses, create and maintain class lists, confirm prerequisites correspond with participants, student materials, record attendance confirmation
- Setting up requested courses, eLearning, curriculum, and workflows.
- Providing ICS Course Numbers to Instructors.
- Issuing certificates.
- Developing LMS reports

Oversee the ICS instructor development process, including orientation, credential tracking, feedback monitoring, and compliance with training standards.

- Communicating ICS Canada and ICS Alberta program standards, information, and guidelines to instructors, students, and stakeholders.
- Receiving, reviewing, and tracking instructor applications and making recommendations for acceptance of the applications to the ICS Alberta Instructor Sub-Committee Chair (based on guidelines).
- Maintaining instructor certification and performance records in the instructor database to track who has received certification and provide associated statistics and reports.
- Drafting instructor development and support information for dissemination to instructors.

Participate in the ongoing planning, development and improvement of the ICS Program content on AEMA LMS by:

- Engaging in department wide staff meetings, cross-ministry and inter-agency working groups to discuss improvements, clarify standards, and respond to evolving training requirements
- Identify issues and recommending improvements to ICS Alberta Program and LMS processes and systems within the Moodle LMS platform.
- Providing input and assistance to reviews that ensure compliance to administrative policies and special agreements.
- Researching, analyzing, and proposing recommendations on specific issues that affect ICS and Emergency Management instructors and students.
- Developing and Providing Learning Management System training to LMS/ICS Administrative Support staff.

Support the enforcement of the Alberta Incident Management Practitioner Standards (AIMPTS)

- Vetting of waiver applications in accordance with AIMPTS and AHJ training policies
- Direct EM partners in the application of approved or denied waivers requests.
- Maintain waivers spreadsheet and send waiver approvals/denials to waiver requestors
- Assisting with the delivery of Block Training and ICS Position-Specific Training to All Hazard Incident Management Teams for certification, qualification and credentialing.

Problem Solving

Typical problems solved:

This role demands the ability to navigate and resolve complex challenges related to training delivery, instructional quality, and cross-jurisdictional program coordination. The Specialist exercises independent judgment to ensure provincial ICS training meets regulatory requirements while remaining responsive to emerging operational needs. Tasks often require balancing instructional capacity, geographic needs, and compliance considerations.

Types of guidance available for problem solving:

This position relies on strong knowledge of EMTS, AIMS, AIMPTS and ICS Canada standards and with AHJ policies. Combined with existing EM legislations, this position in making decisions specific in support the

progressive training found within EMTS and ensure the accreditation process developed AEMA are understood and are beyond reproach.

Direct or indirect impacts of decisions:

This role's decisions directly impact EM training standards application and the integrity of the EMTS and would impact the skillsets and interoperability of EM practitioners within the province.

Key Relationships

Major stakeholders and purpose of interactions:

Liaises with instructors, instructional designers, and training stakeholders to ensure smooth content delivery and LMS system access.

Coordinates with ICS instructors, trainers, and certifiers to manage instructional quality and course coverage across Alberta.

Engages with municipalities, provincial ministries, and partner agencies to schedule training, resolve conflicts, and clarify standards.

Works with leadership teams to align training strategies with operational and policy goals.

Required Education, Experience and Technical Competencies

Education Level	Focus/Major	2nd Major/Minor if applicable	Designation
Diploma (2 year)	Other	Public Administration	

If other, specify:

Emergency Management

Job-specific experience, technical competencies, certification and/or training:

Diploma in Emergency Management, Public Administration, Adult Education, or a related field.
 2 -4 years of experience coordinating large-scale training or certification programs, preferably in a public safety or emergency management environment.
 Strong understanding of ICS principles, instructor credentialing processes, and Alberta's incident management framework.
 Demonstrated ability to manage multiple stakeholders and deliver programs aligned with policy and regulatory standards.
 Proven coordination, problem-solving, and stakeholder engagement skills

Behavioral Competencies

Pick 4-5 representative behavioral competencies and their level.

Competency	Level					Level Definition	Examples of how this level best represents the job
	A	B	C	D	E		
Creative Problem Solving	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	Engages the community and resources at hand to address issues: <ul style="list-style-type: none"> Engages perspective to seek root causes Finds ways to improve complex systems Employs resources from other areas to solve problems Engages others and encourages debate and idea generation to solve problems while addressing risks 	This role is responsible for diagnosing the root causes of coordination and delivery issues and proposing practical, actionable improvements. It requires the ability to develop solutions that ensure continuity of service to stakeholders. This skill set is essential for effectively adapting EMTS processes, ensuring that emergency management partners

			receive the necessary support while maintaining software performance and overall efficiency.
Drive for Results	<input type="radio"/> <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/>	<p>Takes and delegates responsibility for outcomes:</p> <ul style="list-style-type: none"> • Uses variety of resources to monitor own performance standards • Acknowledges even indirect responsibility • Commits to what is good for Albertans even if not immediately accepted • Reaches goals consistent with APS direction 	<p>This role delivers consistent, high-quality training coordination with minimal oversight, contributing to the achievement of provincial program goals. It requires the ability to work autonomously and independently resolve critical program functions that directly support the provincial Emergency Management Training System (EMTS). Success in this role is driven by a strong understanding of EMTS workflows and the ability to operate effectively within the general guidance provided by management.</p>
Systems Thinking	<input type="radio"/> <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/>	<p>Takes a long-term view towards organization's objectives and how to achieve them:</p> <ul style="list-style-type: none"> • Takes holistic long-term view of challenges and opportunities • Anticipates outcomes and potential impacts, seeks stakeholder perspectives • Works towards actions and plans aligned with APS values • Works with others to identify areas for collaboration 	<p>A thorough understanding of ICS program delivery supports the broader frameworks of emergency readiness and compliance. In the development and implementation of training policies, this position requires insight into the rationale behind existing policies and standards, as well as awareness of the potential impacts on the EMTS if these are not followed. By comprehending the EMTS structure, including its progressive levels and gateways, this role effectively manages practitioner progression within the training system.</p>
Agility	<input type="radio"/> <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/>	<p>Identifies and manages required change and the associated risks:</p> <ul style="list-style-type: none"> • Identifies alternative 	<p>As part of the ongoing functionality and development of the AEMA LMS, this role is essential</p>

		<p>approaches and supports others to do the same</p> <ul style="list-style-type: none"> • Proactively explains impact of changes • Anticipates and mitigates emotions of others • Anticipates obstacles and stays focused on goals • Makes decisions and takes action in uncertain situations and creates a backup plan 	<p>in addressing service interruptions caused by software limitations or malfunctioning workflows within the platform. Through direct engagement with stakeholders and service providers, the position must respond quickly to system failures, instructor issues, and policy updates, while ensuring continuity of service.</p>
Develop Networks	<input type="radio"/> <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/>	<p>Leverages relationships to build input and perspective:</p> <ul style="list-style-type: none"> • Looks broadly to engage stakeholders • Open to perspectives towards long-term goals • Actively seeks input into change initiatives • Maintains stakeholder relationships 	<p>This role requires the ability to build collaborative relationships with instructors, municipal stakeholders, and inter-agency partners. It also involves direct engagement with stakeholders on all aspects of ICS and EM training and access to educational materials. By establishing positive rapport, this position plays a key role in communicating and advising provincial practitioners on established standards, policies, and industry best practices.</p>

Benchmarks

List 1-2 potential comparable Government of Alberta: [Benchmark](#)